

MAJOR FUNCTION

This is skilled Lead Operator work in the safe and efficient operation of large commercial buses to transport patrons over various scheduled routes in the City. This also includes skilled work in the safe and efficient operation of radio-dispatched specialty vehicles to transport elderly and handicapped citizens. Duties require routine maintenance checks on the vehicles and the completion of routine reports. Work entails operating either a fixed route schedule or a flexible schedule to provide door-to-door transport service for handicapped and elderly citizens as directed by the dispatcher or supervisor. Incumbents are required to observe all traffic laws, rules, and regulations. Employee is expected to report to work on time as scheduled and exercise independent judgment, initiative, and courtesy to ensure efficient service to passengers. The Lead Operator is responsible for higher-level duties to include driver route training, coaching, and daily evaluation of trainee driver progress and growth. Provide leadership, guidance, and technical assistance to drivers in performing day-to-day activities. Operating a radio transmitter, radiotelephone, or related communications equipment to receive, screen, and dispatch information of a routine or emergency nature to utility, or City personnel. Also performs a wide variety of clerical functions associated with communications operation and operation of the work area to which this position is assigned. Work is performed under the supervision of the Transit Operations Supervisor and reviewed through observation of adherence to schedules, inspection, freedom from accidents, and results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Driver route training and coaching. Implementing and evaluating ongoing driver training. May provide driver supervision. Provide driver corrective action as needed, documentation, and record keeping. Ensure drivers follow Standard Operating Procedures. Operate a large commercial bus on a regularly scheduled route or a specialized vehicle equipped with wheelchair-accessible loading lifts safely and efficiently as assigned and scheduled. Assist passengers in boarding and alighting on specialized vehicles and may collect designated fares. Practice the operating principles offered in driver sensitivity training. When operating a specialized vehicle, the employee maintains an accurate schedule based on a driver's log. Provide accurate radio communications to ensure adherence to schedule and/or changes in pickup order. Inspect vehicles for all safety and handicap equipment; mechanical items; fuel, water, and oil levels before leaving on assignment for both large commercial buses and specialized vehicles. Adhere to all traffic laws, departmental rules and regulations, and driving courtesies. Maintain operator records and logs required to support the system database which includes, but is not limited to mileage, fuel consumption, lubrication, passenger counts, fares, surveys, and other operating data as may be required. Report accidents immediately. Perform a wide variety of clerical duties such as data entry, data retrieval, and report generation relating to the above functions. Perform related work as required.

Other Important Duties

May assist passengers in embarking and disembarking from large commercial buses. Perform general clerical functions to support the operations of the work area to which the position is assigned. Knowledge of the Americans with Disability Act (ADA), all Florida traffic laws, and FDOT regulations to operate a transit vehicle. Perform related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities, and Skills**

Considerable knowledge of traffic laws, ordinances, rules, and driving courtesies. Considerable knowledge of the Tallahassee street system. Considerable knowledge of the operation and maintenance of passenger-carrying vehicles. Ability to professionally deal with all types of people.

Ability to establish and maintain effective working relationships as necessitated by the work. Demonstrate proficiency as a Lead Operator with an internal drive to continue growing and developing personal leadership skills. Teach and lead others with encouragement and by example, modeling a desire to learn. Customer service skills to represent the City in a manner consistent with organizational mission and values. Ability to follow oral and written instructions, and strict adherence to scheduled routes.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate, two years of transit operator driving experience and completion of 12 weeks of transit operator training.

Note: Operational needs may warrant exceptions to experience.

Necessary Special Requirements

Must possess the appropriate State Commercial Driver's License (CDL) and endorsement(s) at the time of application and maintain a CDL as a condition of continued employment.

Established: 04-22-24